

Process Name: Benefits Administration		Process Identifier: BA	
Sub-Process Name: Premium Payments		Sub-Process Identifier: BA-5	
Sub-Process Purpose and Objectives: Process and record premiums for all participants and monitor for non-payment.			
Sub-Process Description: Payments are received from internal systems (SEIS and CRIS) and external entities. External entity payment information may be from an individual (COBRA, on leave, etc.) or an external group. Direct payments received with remittance advices are scanned by Revenue, and the data passed electronically to TIS. Other direct payments are received and processed by Insurance. Insurance prepares journal entries for STARS to record receipts and to allow STARS to process ACH payments. Monthly, all participants are checked by TIS to see if premiums are current. If payment is not received a past due notice is generated. If payment is not received by the end of the following month, coverage is terminated and the participant is sent a termination notice. For central agency State employees, premiums not collected through payroll are charged through STARS to the agency – coverage is not cancelled for the participant. Fully-insured vendors are notified monthly of participants that are certified and uncertified. Self-insurance vendors are notified that those participants not paying premiums are in hold claims status.			
This process also creates refunds of excess funds that are not being held for future payments. The checks are printed and sent to the participants. Interface files are forwarded to interfacing external agencies.			
Sub-Process Trigger(s): <ul style="list-style-type: none">Monthly processing		Key Sub-Process Participants: <ul style="list-style-type: none">ParticipantExternal entitiesInsurance	
Inputs:			
Input	Format	Volume/Time	Suppliers
TIS participant information	TIS database	380,000	Insurance
Direct payments	Paper documents		Individuals and external entities
Direct payments	Scanned payments interface	825/month	Revenue
Premiums received	Electronic	50,000/month	SEIS/CZAI/CRIS
Premiums received	Electronic		External entities

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Premiums received	Paper documents		External entities
Outputs:			
Output	Format	Volume/Time	Recipients
Journal entries	Online entry		STARS
Journal entries for various accounting transactions (including production of ACH entries)	Interface file		STARS
Premiums deducted	Electronic	50,000	SEIS/CZAI and vendors
Premiums deducted	Report	120/month	External entities
Premiums deducted	Report		Individual
Performance Measures Tracked:			
Measure		Approx. Value	Target Value
Laws, Regulations, and Policies That Govern Sub-Process: none			
Current Sub-Process Issues/Problems:			
Improvement Opportunities:			
Opportunity <i>Merge cells to link one Opportunity to multiple impacts)</i>		Organizational Impacts <i>(Individually list and describe laws [L] regulations [R], and policies [P], as well as cultural [C] considerations for each opportunity)</i>	
Applications that Support the Sub-process			
Application Name(s) <i>(Internal name and vendor's name)</i>		Technology Description <i>(Programming vendor, language, platform, database, etc.)</i>	

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TIS	See BA-1



